

# Department of Agriculture, Trade, and Consumer Protection



## Agency Performance Dashboard

Q2 FY2017

### Economic Development

#### Increase/maintain number of targeted meetings with business and industry

**Metric Definition** Number of roundtables and workshops with businesses to consult, educate, and get feedback on regulations.



Goal Met	Current	Previous	Target	Trend
	375	377	100	

**Reporting Cycle** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details** DATCP provides workshops and consulting services for businesses. We also regularly meet with stakeholders to provide the knowledge they need to comply voluntarily with regulations.

#### Increased export sales as a result of the Wisconsin International Trade Team services

**Metric Definition** The trade team at the Wisconsin International Agribusiness Center consults with businesses to increase export sales.



Goal Met	Current	Previous	Target	Trend
	\$2.29 million	\$5.35 million	\$5 million	

**Reporting Cycle** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details** The target is based on an annual target of **\$20 million or \$5 million** per quarter. Wisconsin ranked 12th in the nation for value of agricultural exports (2015). DATCP provides a wide range of services to companies that export agricultural products, including consulting services and leading trade mission trips.

#### Increase percentage of food inspections performed on schedule

**Metric Definition** Percentage of food inspections performed on schedule.



Goal Met	Current	Previous	Target	Trend
	75%	71.5%	90%	

**Reporting Cycle** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details** Unsafe food processing and handling practices can cause serious food-borne disease outbreaks. To protect consumers, the Food Safety Division licenses, regulates and inspects retail food stores (including grocery stores, delicatessens, bakeries, confectionaries and ice cream shops), food processing plants and warehouses, and dairy plants. Restaurant inspections moved from DHS to DATCP in July 2016, consolidating food inspection in one agency.

### Maintain turnaround time on issuance of certificates required for export of plants and plant products

**Metric Definition** Percentage of export certificates issued within 24 hours of receipt from client.



Goal Met	Current	Previous	Target	Trend
	98%	98%	90%	

**Reporting Cycle** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details** When Wisconsin plants and plant products are shipped to another state or country, the destination location may require that the plants or plant products be inspected and certified that they are free of insects or diseases. Certificates are required for products like Christmas trees, landscape trees, shrubs, nursery stock, seed, grain, grain products, lumber, veneer, tissue culture plantlets, potatoes and seed potatoes. The agency has 10 days by rule to issue the certificates.

### Increase percentage of animal health inspections performed on time

**Metric Definition** Percentage of animal health inspections meeting program standards for inspection intervals.



Goal Met	Current	Previous	Target	Trend
	82%	81%	80%	

**Reporting Cycle** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details** DATCP monitors for animal diseases that have the potential to spread to humans, that may spread from farm-to-farm, and that cause other states and nations to close trade doors to our livestock and animal products. The recent numbers reflect the impact of avian influenza and other foreign diseases on program resources. Numbers will vary by quarter due to seasonal nature of inspections.

### Increase percentage of fertilizer quality surveillance samples that meet label guarantees

**Metric Definition** Percentage of fertilizer quality surveillance samples that meet label guarantees.

Goal Met	Current	Previous	Target	Trend
	89%	82%	85%	



**Reporting Cycle** Annual (state fiscal year July 1, 2015 - June 30, 2016)

**Additional Details** DATCP's Fertilizer Program assures consumers and manufacturers that fertilizers meet label guarantees, and that performance claims are substantiated. We do this through facility inspections, product surveillance sampling and comprehensive labeling requirements.

## Efficient and Effective Services

### Improved response time to consumers

**Metric Definition** Average time from the filing of a consumer complaint to communication of initial agency action.



Goal Met	Current	Previous	Target	Trend
	5.63 days	12.56 days	14 days	

**Reporting Cycle** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details** Consumer Protection receives around 10,000 complaints from Wisconsin consumers every year. This metric measures the time from complaint receipt to initial agency action (referral to another agency, business contacted on the consumer's behalf, investigation opened, etc.). Complaints received electronically are acknowledged upon receipt.

### Decrease number of Consumer Protection hotline calls that go to voicemail

**Metric Definition** Percentage of Consumer Protection calls that go to voicemail.



Goal Met	Current	Previous	Target	Trend
	4.85%	13.3%	5.0%	

**Reporting Cycle** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details** Hotline features allow consumers to request publications or a complaint form, speak with a staff person, or leave a voicemail. This represents the percentage of callers who want to speak with a staff person and have to leave a voicemail, requiring a call back from DATCP.

### More efficient weights and measures/fuel quality inspections

**Metric Definition** Average time to complete a weights and measures/fuel quality inspection.

Goal Met	Current	Previous	Target	Trend
	1.43 hours	1.31 hours	1.5 hours	



**Reporting Cycle** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details** Inspectors check price scanners, scales, gas pumps, and other devices used in commerce to ensure a fair marketplace. Inspectors also check fuel quality and the integrity of the tank system. More information on weights and measures and fuel inspections.

## Customer/Taxpayer Satisfaction

### Clean Sweep collections

**Metric Definition** Maintain collections of unused prescription drugs, household hazardous waste, and agricultural chemicals through the Clean Sweep Program.

Goal Met	Current	Previous	Target	Trend
	2.37 million pounds (2015)	2.33 million pounds (2014)	2.2 million pounds	

**Reporting Cycle** Annual (January 1, 2015 - December 31, 2015)

**Additional Details** 2016 data will be available in April 2017.\* The Clean Sweep Program assists communities in improving and sustaining public health, the environment, and animal safety by reducing risk of exposure to hazardous chemicals, pesticides, and unwanted prescription drugs in homes, on farms and at businesses. The program provides financial assistance to Wisconsin counties, regional planning commissions, cities, villages, and other municipalities to collect unwanted pesticides, household hazardous wastes, and unwanted prescription drugs such as controlled substances, analgesics, anti-inflammatory drugs, antibiotics, gastrointestinal drugs, and antihistamines. DATCP's program goal is to increase collections on average across all Clean Sweep waste categories.